



NSSC News ... Edition 41 ... December 2006

NSSC Executive Director Update, Rick Arbuthnot

I would like to thank the NSSC stakeholders and our dedicated employees for the NSSC's first successful year of operations. Next year will also prove to be both exciting and challenging. The Business and Administration Office is already working on our budget submit for fiscal year 2008. We are scheduled to transition some significant activities next year and, as in the past, we will hold Operational Readiness Reviews to ensure the NSSC is fully prepared to conduct migrating business. We will also be meeting with NSSC's Board of Directors in February to provide status on our operations since October 2006 and update the Board on future significant events. I've introduced a strategic and tactical framework for the NSSC that is in line with the NASA Strategic Plan and supports the President's Vision for Space Exploration. This is quite a different story from last year when our efforts were mainly directed to becoming operational on March 1. Although we are farther along in our journey, our focus remains the same--provide Unparalleled Service at the lowest possible cost. As we strive to meet these goals, we will have to overcome some major challenges, but with the team we have, I'm confident we'll have another winning season.

Customer Satisfaction & Communications Office

To continue efforts to establish a baseline for performance, the Customer Satisfaction & Communications Office is conducting its second baseline customer satisfaction survey for those services transitioning in FY2007. ScottMadden, a consulting firm that specializes in evaluating shared services organizations, is administering several brief baseline customer satisfaction surveys to a sample of NASA employees who use the services that will soon transition to the NSSC. The survey will allow the NSSC to obtain a baseline of our customers' satisfaction by measuring areas that drive satisfaction. The collective responses will give us the opportunity to devise and prioritize initiatives that focus on increasing the level of satisfaction with our services. It will also serve as a benchmark of current performance against which we can compare future performance. ScottMadden deployed the survey to targeted groups of employees who received an email invitation that explained the survey intent and provided a direct link to the survey. All responses for the survey will be treated confidentially and analyzed in the aggregate for reporting purposes. Verbatim comments will not be attributed to individuals. The following surveys were deployed for FY07 activity transitions:

- Small Business Innovative Research (SBIR)/Small Business Technology Transfer (STTR) Award Processing
- Permanent Change of Station (PCS)
- Extended Temporary Duty (TDY)
- Recruiting Logistics
- Leave Donor Processing
- New Hire In-Processing
- Onsite Training Support
- HR & Training Website Development and Maintenance

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Service Delivery Updates

Financial Management Division

Travel Branch

As a result of the extraordinary effort put forth by the NSSC Travel Team during the implementation of SAP Version Update (SVU) and Contract Management Module (CMM), the NSSC processed for payment 7,550 of the travel vouchers received between September 27 and November 21 within 8 calendar days. The Team established, communicated, and delivered a plan which committed the NSSC to processing the backlogged vouchers by the first week in December. Due to the dedication and commitment of the team, the vouchers were processed in less than half of the established time. We appreciated this opportunity to deliver Unparalleled Service to our valued customers. Currently, there are approximately 2,600 unpaid vouchers that did not successfully pass the interface for payment processing. The NSSC Travel Team continues to work daily with the IEMP Competency Center, the OCFO, and the Centers on the remaining vouchers.

The NSSC is committed to processing travel payments as quickly as possible. Manual workarounds are now being utilized to mitigate system problems preventing payment. A listing of travel vouchers with errors may be found on the NSSC website at:

<http://www.nssc.nasa.gov/customerservice/>.

The NSSC remains dedicated to providing customer focused, high quality, and timely support services to NASA employees.

Accounts Payable/Accounts Receivable

As a result of the SVU Upgrade, the NSSC Accounts Payable/Accounts Receivable Branch encountered minor issues when making payments for training reimbursements. Thanks to the assistance received from the Competency Center, the issue was corrected in a timely manner. The backlog of vendor invoices and checks received during SAP downtime has been successfully processed, posted, and paid.

We want to thank Carol Putt and Crystal McNeely from

Goddard Space Flight Center. They provided Accounts Receivable Training at the NSSC on November 6-7, 2006. The training included cash receipts and collections, reporting procedures, customer service relationships, cancelled checks, debit vouchers, and maintenance of debt.

Members of the NSSC Accounts Payable/Receivable Team traveled to Johnson Space Center on December 5-6, 2006, to meet with financial management representatives to discuss Center unique processes. The visit was extremely beneficial and provided excellent communication that will aid in a smooth transition to the NSSC.

Procurement Division

Procurement Training Conference 2006

The Headquarters Office of Procurement sponsors a biennial conference in an on-going effort to keep the NASA acquisition workforce well informed of key issues, developments, and changes in the procurement environment. It is an opportunity to bring together a cross section of Procurement professionals from across the Agency to discuss relevant and timely issues. Participants have an opportunity to hear from senior Agency officials as well as participate in or attend a myriad of workshops. As the conference nears completion, an Awards Banquet is held to recognize outstanding individuals within the NASA Procurement community for their accomplishments over the past year.

Several NSSC Procurement personnel had the opportunity to participate in the Procurement Training Conference held in Long Beach, CA. The NSSC hosted two interactive sessions that included an overview of the NSSC, the services that are currently provided, and procurement activities that will be transitioning in the near future.

Many thanks to the enthusiastic NSSC presenters: Nick Etheridge (Procurement Officer), Suzanne Honeycutt (Procurement Analyst), Tasha Davis (Procurement Analyst), Van Huggins (Service Provider/Procurement Functional Manager), Teri Osabutey (Contract Specialist),



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Pam Hattaway (NSSC Service Provider/Procurement), and Henry Molar (Procurement Analyst).

Procurement Training Conference Awards

Monique Sullivan was selected as NASA's Procurement Supervisor of the Year. Ms Sullivan is Branch Chief of the Procurement Division's Research Activities Branch.

The NSSC Procurement Division also nominated Henry Molnar for Procurement Analyst of the Year and Ken Newton for Contracting Officer's Technical Representative (COTR) of the Year.

Join us in congratulating Monique in her award and Henry, and Ken, in well-deserved nominations.

Human Resources Division

Another new challenge has been given to the NSSC. New Hire, Transfer, and Reassignment In-processing is transitioning to the NSSC in January 2007. The NSSC will be responsible for providing newly selected applicants at all Centers with automated pre-employment processing packages necessary for entry-on-duty (EOD) appointment. Each applicant will be processed through the Employee Orientation Program (EOP) website. The NSSC will be notified by the Workforce Transformation Tracking System (WTTS) when newly selected applicant information is posted. NSSC is constantly working hard to publish helpful documents via the web to assist new applicants with this process. NSSC would like to thank OHCM, Headquarters, and every Center for their valuable contribution during this transition. The NSSC is dedicated to achieving Unparalleled Service and providing a positive impact to new applicants for years to come.

Business & Administration Update

The construction of Building 1111, the NSSC's future home, continues to progress. The contractor has started building block walls surrounding all stairwells and elevator shafts; these are now complete up to the second floor. The most dramatic change since our last article update is the major steel support structure, which is now about 33% complete and reaches to the roof level. Once the steel structure is further along, the construction will resume on the block wall to bring it to the third floor level. Pre-cast concrete exterior wall units are currently being manufactured off-site and should be delivered to the building site in early 2007. In addition, the site is receiving steel beams and columns daily. The picture below, taken mid-December, shows the increased activity.



NSSC Center Transition Team ViTS
January 31, 2007, 1:00-3:00 pm CST